

Enhanced Monthly On-line Records and Reports of Information-Technology Services (E-MORRIS)

Training Overview for Agency DAR Administrators



E-MORRIS Introduction

- E-MORRIS is GSA's system that supports billing and inventory for the Networx contracts.
- E-MORRIS enhances the functionality of MORRIS for Networx, but is a separate web site with separate access.
 - o URL: https://emorris.fasbilling.gsa.gov
- o There are three levels of Agency access to the web site:
 - o Public general info, account registration forms, reset password form
 - o Agency User inventory and billing, depending on approval of Agency DAR Admin
 - o Agency DAR Administrator Agency User, plus screens to manage other accounts
- o This briefing provides an overview from an Agency DAR Administrator perspective.
 - o Inventory and billing process overview
 - o Web site account registration process
 - o Manage Users screens for Agency DAR Administrators
 - O User account set-up and navigation
 - o Networx inventory screens
 - O Network billing reports
 - o E-MORRIS help and contact info



Inventory & Billing Process Overview

- o Inventory Process (could be daily on business days)
 - Load vendor Service Order Completion Notice (SOCN) file to inventory database
 - O Check against Pricer & report errors to vendor (vendor may send corrected SOCN)
 - Post inventory data to tables for web access
- o Billing Process (monthly)
 - o Load vendor invoice, detail and adjustment files to billing database
 - Balance invoice to detail to ensure accuracy of billing data
 - o Run verification check for:
 - Elements populated
 - SOCN for each order; billing consistent with SOCN
 - Correct prices
 - No duplicate billing
 - No over 90 day billing
 - Exceptions feed into disputes process (centralized only) and SLA count
 - Run customer billing (centralized only)
 - Feed to IPAC process
 - o Post data to tables for billing web reports
 - View/print, download data, data layout



Home Page (public access)



GSA Info

- MORRIS
- TOPS e*Bill
- TOPS Ordering GSA Home
- GSA Networx
- GSA TSMs (GAMs)
- Networx Unit Pricer ■ Networx Agency Pricer

E-MORRIS Info

- User Guide
- FAQ
- News
- Contact Us
- E-MORRIS Home
- Links to other web sites (access controlled separately, as required)
- Links to general information about E-MORRIS

E-MORRIS

Enhanced Monthly On-Line Records and Reports of Information Technology Services Welcome to GSA's web site for Networx Billing and Inventory Management

This is a Restricted Site

You must be a registered user in order to access this website. If you are currently registered, please enter your User Name and Password to log in.

Login Now

Password	25 25
	Login

Register Now Register Now

Forgot Password Other Login Problems

Request Assistance Reset Password

WARNING:

This is a U.S. General Services Administration Federal Government computer system that is "FOR OFFICIAL USE ONLY". This system is subject to monitoring, Individuals found performing unauthorized activities are subject to disciplinary action including criminal prosecution.

FOR DATA ACCESS:

- User ID & password required.
- Agency users must be 0 authorized by the Agency **DAR Administrator.**
- Agency must have a copy of the DAR Administrator letter on file with GSA.
- 3 ways to get an account: 0
 - o Register Now form (any user)
 - **Multiple Users form** (DAR Admin)
 - DAR Admin can create through web screens
- If you have an account and forget your password, click **Reset Password and enter** your email address.



Account Registration screen sample

Information

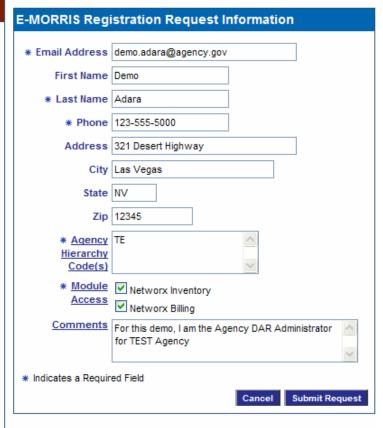
This form registers one user for an E-MORRIS account. If you are a DAR Administrator and wish to register multiple users, please click here to download a form.

Please enter your contact information into the fields at the right.

* Indicates that you must provide this information.

Please make sure to provide a valid email address. You will be contacted at this address when your request has been processed.

Please enter at least one Agency Hierarchy Code (AHC). You must enter at least two characters; you may enter up to 28. A partial AHC means access to all AHCs starting with those characters (e.g., "47" means you are requesting all AHCs starting with 47. If you enter 47, you don't need to enter levels that roll to it, e.g., 4712, 47001234). You may enter multiple AHCs, either



- Form accessed through Register Now button on the E-MORRIS home page.
- Submitted form populates a request table in E-MORRIS.
- O Agency DAR Administrator and GSA get a system email with request information, and can access the request through a web screen.
- User gets a system email with UserID and password, once the DAR Administrator or GSA has created the account.

Agency Hierarchy Codes

- o Identify your requested level of data access
- You must enter at least two characters
- O You may enter up to 28 characters
- The more characters you enter, the more your access is restricted*, e.g.
 - If you enter TE, you will get all AHCs starting with TE
- You may enter multiple AHCs (separated by ; or on a separate line)

^{*}Note: AHC access actually granted is subject to DAR Admin approval, and may be different from what is requested.



Multiple Users Registration Form sample

*****You must be an Agency Transition Manager or Agency DAR Administrator to use this form.**** Transition Managers must approve access for the Transition Information Portal (TIP) DAR Administrators must approve access for E-MORRIS (billing and/or inventory). *****I his form does not imply a single account for all applications, it is only a streamlined method of requesting access,***** Please complete this form to indicate your approval for users in your agency to access GSA applications. Check the box(es) next to Agency Transition Manager and/or Agency DAR Administrator as they apply to you. Please include the information for yourself as the agency authorizing official (Agency Transition Manager and/or Agency DAR Administrator) You may authorize multiple users and include them on this form Email the completed form to fasbilling.help@gsa.gov Request Type: For each user, check the box to Create a New Account, Modify an Existing Account or Delete an Existing Account Access Permissions: Agency Hierarchy Codes: E-MORRIS access is limited to the Agency Hierarchy Codes (AHCs) listed on this form A partial AHC means that a user gets access to all AHCs starting with those characters (e.g., an AHC of "TE" means that a user gets access to all AHCs starting with TE). You must enter at least the first two characters. You may enter up to 28 characters. You do NOT need to enter lower level AHCs for a user if you enter the higher levels (e.g., If you enter TE for a user, you do not need to enter

You may enter multiple AHCs for a user if they are not levels of each other (e.g., TE 01, TE 03).

Access implies view/print/download capabilities. There is no edit or upload functionality for these modules.

Example completed form:

Functionality:

		Point of Contact Infor	mation					Access Permiss	ions		
						eque			TM	D.D. 0.4	
					-	Туре			Approvai	DAR Admi	n Approva
First Nam			Phone Number	Agency Name	Create New Account	Modify Existing Account	Delete Existing Account	Agency Hierarchy Codes to Access List all	Transition Information Portal	Networx Inventory	Networx Billing SI
Agency Aut	horizing unicial (check all that apply for you)									
3	x Agency Trans	ition Manager	×	Agency DAR Administrator							
Demo	Adara	demo.adara@agency.gov	123-555-5000	TEST Agency	×			ΤΕ	х	×	х
I approve th	e following users	for system access:									
Test .	User	test.user@agency.gov	123-555-6000	TEST Agency	x			TE01	×	×	×
								TE03	Х	Х	X
								TE05ABCD	×	X	_
New	Account	new.account@agency.gov	123-555-7000	TEST Sub-Agency	Х			TE01ABCDXXXX12340000XXXX0000		х	X
					T	Γ	_	TE01EFGHXXXX12340000XXXX0000		×	×

- Downloadable form accessed through link on Register Now page or Contact Us page.
- Agency DAR Administrator emails the completed form to the FAS Billing Help Desk (fasbilling.help@gsa.gov).
 - **GSA** creates the requested accounts.
 - Each user gets a system email with User ID and password, once GSA has created the account.

Agency Hierarchy Codes

- o Identify requested level of data access
- You must enter at least two characters
- You may enter up to 28 characters
- The more characters you enter, the more a user's access is restricted, e.g.
 - If you enter TE, user will get all AHCs starting with TE
- You may enter multiple AHCs



Manage Users screens

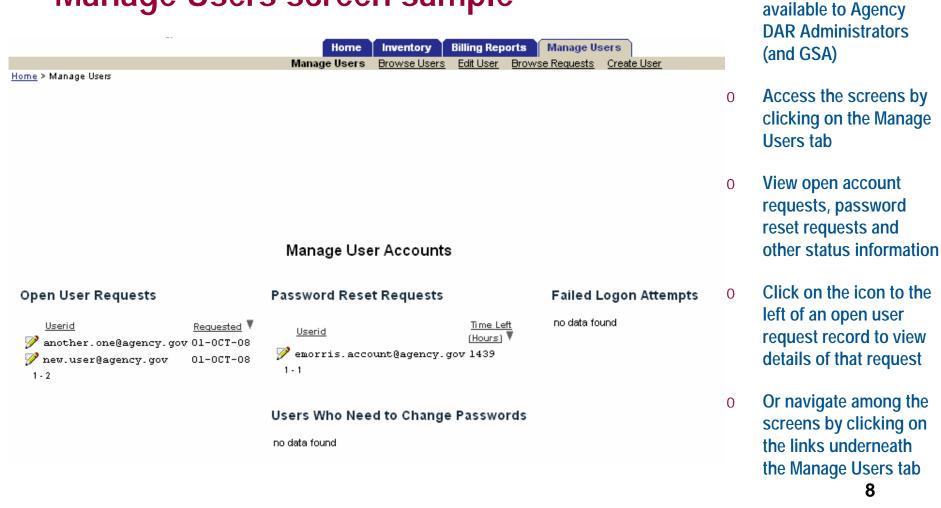
- O As an Agency DAR Administrator, you can act as an E-MORRIS Account Manager for your Agency (in addition to being an Agency user)
 - View and manage account requests submitted through the Register Now web form for your Agency Hierarchy Codes
 - o Create and edit accounts for other users in your Agency
 - o Assign AHCs as high as your access allows, or as low as 28 characters
 - o You can not provide access outside of your own account permissions
- Use of these screens is OPTIONAL
 - o If you have E-MORRIS access, you will get a system email when a user in your Agency requests access through the registration web form
 - Approve (or deny) the request via the Manage Users screens, OR
 - Reply to the email and GSA will manage the request
 - o If you do not have E-MORRIS access, GSA will forward the request information to you via email
 - Reply to the email and GSA will manage the request
 - You can also use the Multiple Users registration form

Manage Users screens



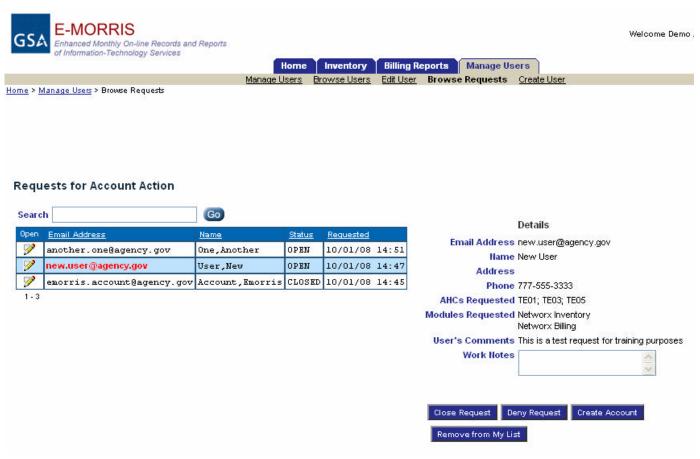
Federal Acquisition Service

Manage Users screen sample





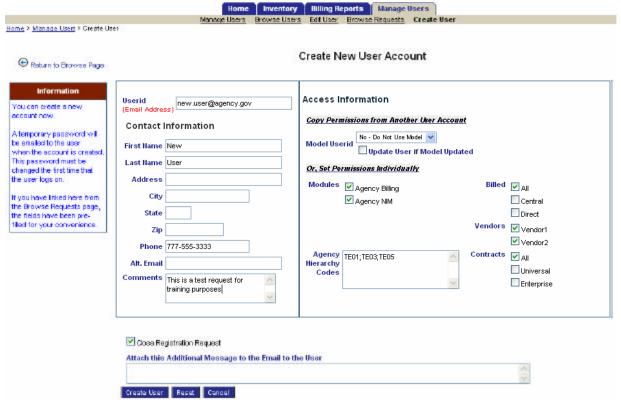
Browse Requests screen sample



- View details of a user request by clicking on the icon to the left of a record
- You can enter work notes if you choose
- O Click on the Create
 Account button to create
 the account
- Description Click on the Deny Request button if you don't authorize the account
- O Click on the Close Request button if, for example, the request is a duplicate
- O Click the Remove from My
 List button if the request is
 not from your Agency (this
 will flag GSA to
 investigate)
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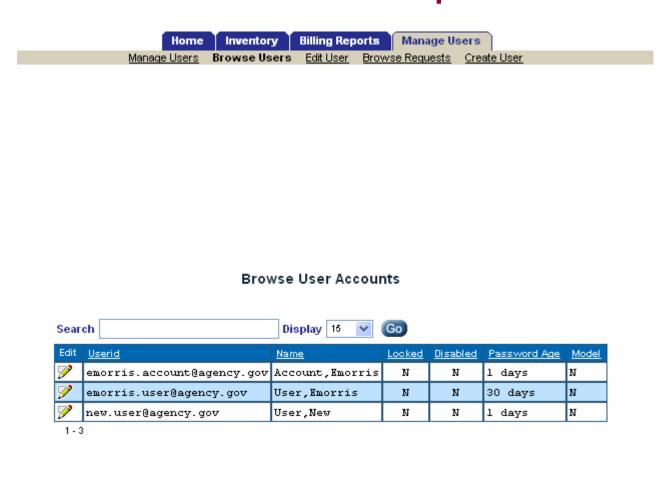
Create User screen sample



- o If you link here from the Browse Requests screen, the fields will be auto-populated with the request information.
- You can change access (e.g., lower level or additional AHCs) or create the account as requested.
- Click the Create User button to complete account set-up.
- The user will get a system email with User ID and password.
- You can add optional text to that email by entering it in the box provided (note: it will be the same font as the email, so you might want to surround it with asterisks (*****).
- You can also use this screen to create a user account without starting from a registration request.



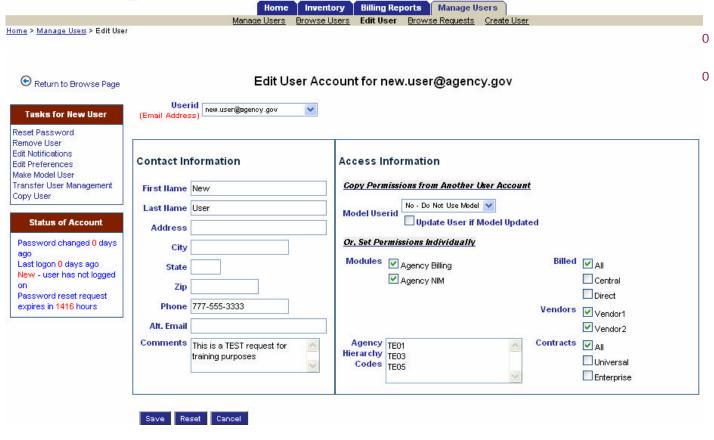
Browse Users screen sample



- Once an account has been created, a record appears in the Browse Users list
- o You can click on the icon to the left of a record to edit the account
- You can search by all or part of a UserID or Name



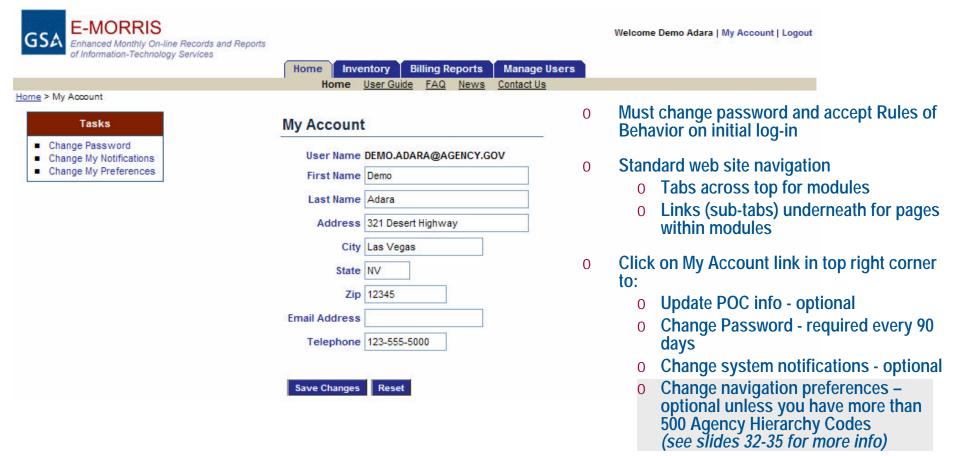
Edit Users screen sample



- Select a User ID to view an account record (or link here from the Browse Users screen)
 - **Edit POC or access information**
- Click on links in the task box to:
 - Reset password –
 optional, since any user
 can reset using the Reset
 Password button on the
 home page
 - Remove User delete or temporarily disable an account, as needed
 - Edit Notifications or Preferences – optional, see slide 14
 - Make Model User –
 optional, use same
 permissions for
 subsequent accounts
 - Transfer User Mgt send account back to GSA, if needed



Navigation and Account Set-up





Home > My Account

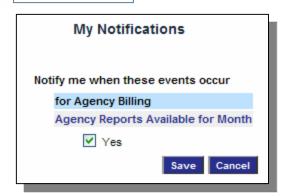
 Change Password Change My Notifications ■ Change My Preferences

GSA Federal Acquisition Service

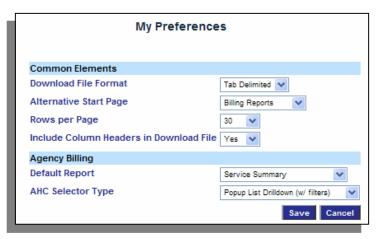
Navigation and Set-up (continued)

My Account task screens

- As an Agency DAR Administrator/ Account Manager, you can set these options for your users (see slide 12), as well as yourself
- However, users can change the settings through their own accounts.



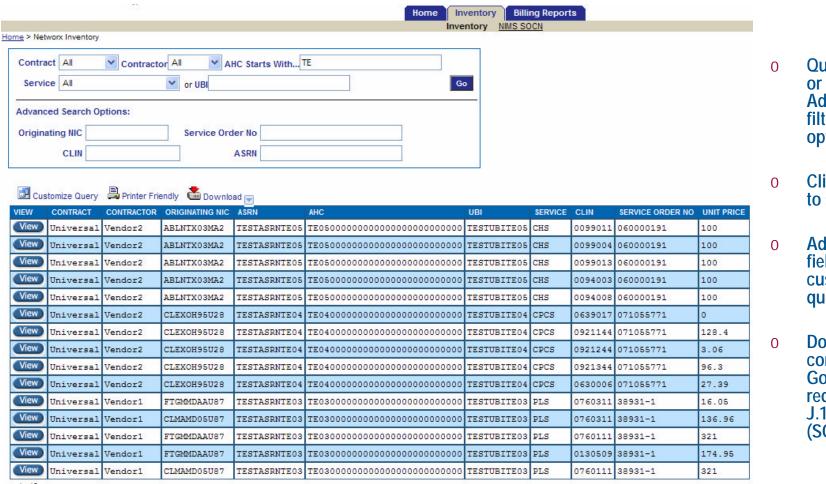
- Change notifications options for getting system emails
 - Billing reports available



- Change web site preferences options for changing navigation defaults
 - Download format recommend tab delimited (TSV)*
 - Alternative start page after log-in default is Home
 - Rows per page default is 30
 - Include column headers default is yes
 - Default report when first clicking on billing tab default is MSOA
 - AHC selector type default is dropdown
- Changing these settings is optional, with the exception of AHC Selector Type IF you have more than 500 AHCs (see slides 32 35)



Networx Inventory Management (NIM) browse screen sample

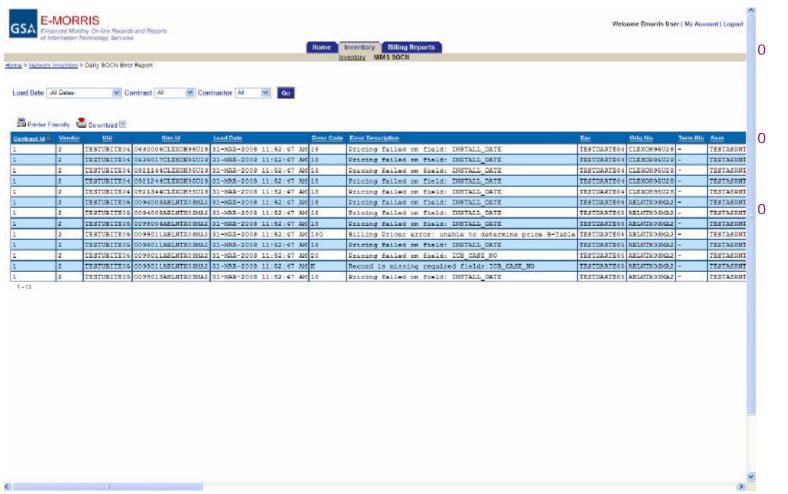


- O Query by AHC or UBI.
 Additional filters optional.
- o Click on View to see details.
- O Add report fields through customized query link.
- O Download contains all Gov't-requested J.12.2-4 (SOCN) fields.

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NIM error report sample



- Report of SOCN errors found and reported to vendor.
- Shows all NIM fields, plus error descriptions.
- Vendor errors
 can only be
 corrected by a
 new SOCN from
 the vendor GSA
 does not change
 vendor SOCN
 data.



Billing Reports

- Billing Summary total charges by vendor and contract
- MSOA charges by Networx service type and category
- O Service Summary charges by Networx service
- o Call Detail Summary usage charges by phone/card number
- CLIN Detail charges by CLIN
- o Conferencing Services charges for audio, video and web conferencing services
- Vendor Adjustments detail of vendor adjustments
- GSA Adjustments detail of GSA adjustments (central only)
- Charges by Service total charges by AHC and service (download only)
- o UBI Summary charges by vendor Unique Billing Indicator
- GSA Disputes detail of disputes filed by GSA on behalf of Agencies (central only)
- Vendor Disputes detail of disputes as provided by vendors
 - O All reports apply to central and direct billing, unless noted above.
 - O All reports have printer friendly and download options, unless noted above.
 - O Data layouts are available with the download files, and in the billing report user guide.



MSOA/Reports Availability

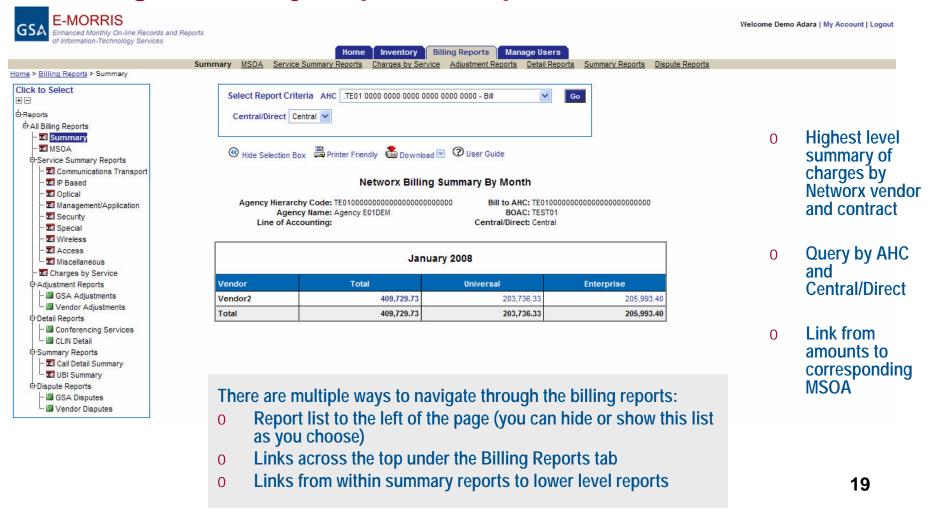


- o E-MORRIS "bill period" is the usage month
- The vendor invoice is delivered by the 15th business day of the following month (approx. the 21st or 22nd)
- E-MORRIS billing reports are available 2 months after the usage month (between the 10th – 15th calendar day)
- o For example:

Usage	Vendor Invoice	E-MORRIS Reports	IPAC / Bill (central)
Jan 1 – 31	dated Feb 2008,	dated Jan 2008,	dated Jan 2008,
	delivered by Feb 21	posted between	billed between
	or 22	Mar 10 - 15	Mar 22 – 28

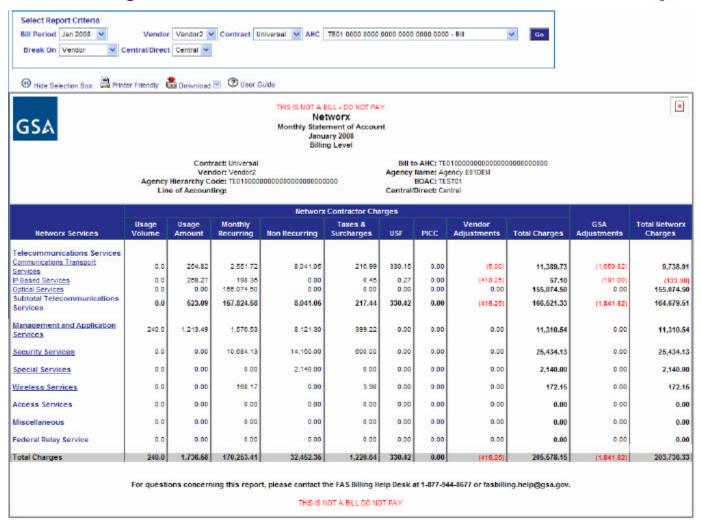


Billing Summary Report Sample





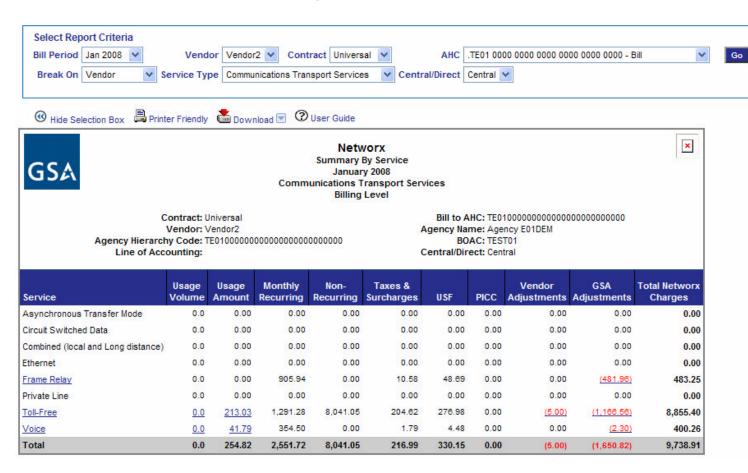
Monthly Statement of Account (MSOA) sample



- o High level summary of charges at Service Type/ Category level
- Query by Bill Period, Vendor, Contract, AHC and Central/Direct
- O Link from the
 Networx
 Services
 column to the
 corresponding
 Service
 Summary report



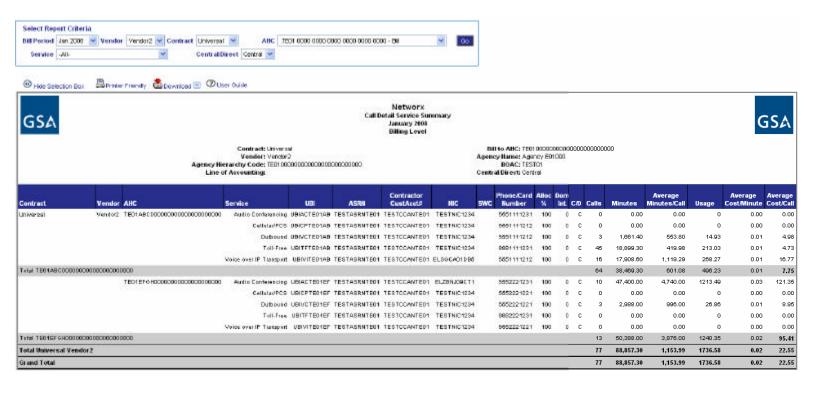
Service Summary report sample



- o High level summary of charges at Service level
- O Query by Bill Period, Vendor, Contract, AHC, Service Type and Central/Direct
- **Link from Service** 0 column to corresponding **CLIN** Detail report, Usage Volume/ **Amount columns** to corresponding Call Detail Summary report, Vendor Ádjust column to Vendor Adjust report, and **GSA Adjust** column to GSA **Adjust report**



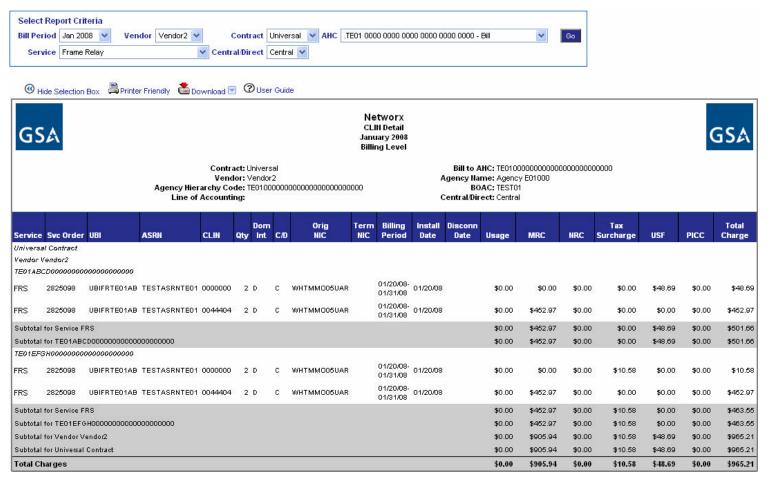
Call Detail Summary report sample



- o Summary of usage charges by phone/ card number
- O Query by Bill Period, Vendor, Contract, AHC, Service and Central/ Direct



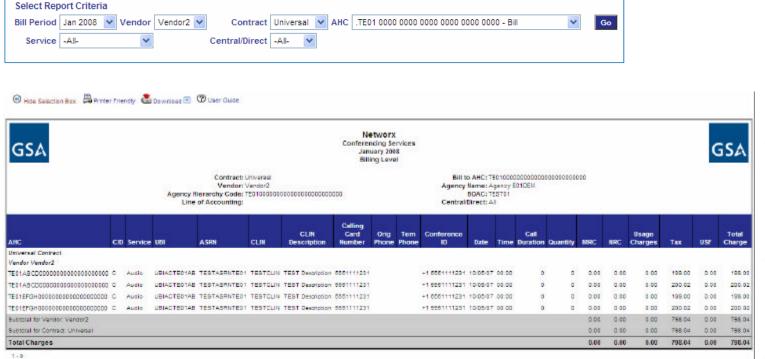
CLIN Detail report sample



- Detail of charges by CLIN. Lowest level of data available in E-MORRIS.
- O Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct
- O Download includes all Gov't-requested fields from J.12.4.2 (Detail Billing File)
- Does not include call detail usage



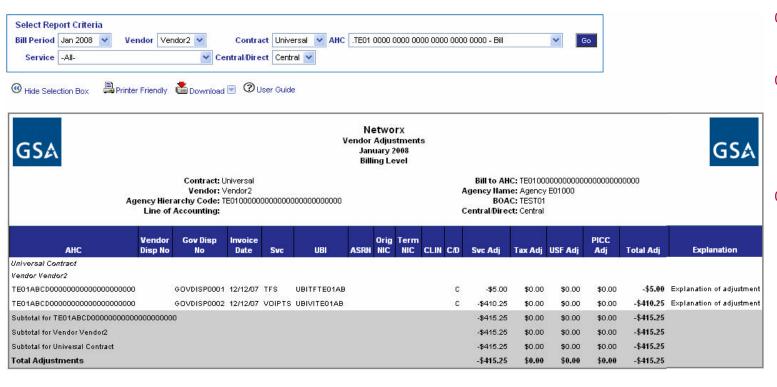
Conferencing Services report sample



- Detail of usage & non-usage charges for Audio, Video and Web conferencing services
- O Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct
- O Usage charges also found in Call Detail Summary
 - Non usage charges also found in CLIN Detail



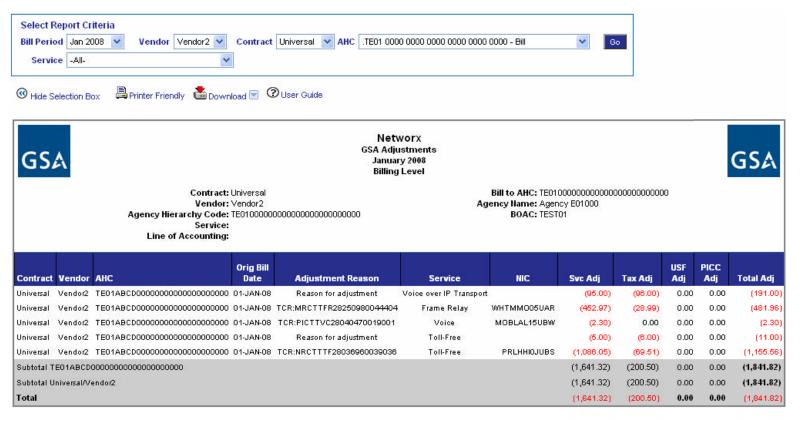
Vendor Adjustments report sample



- Detail of vendor adjustments
- O Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct
 - Download has additional fields:
 - o Invoice Number
 - Charged Amount
 - o Disputed Amount
 - o Bill Start
 - o Bill End



GSA Adjustments report sample

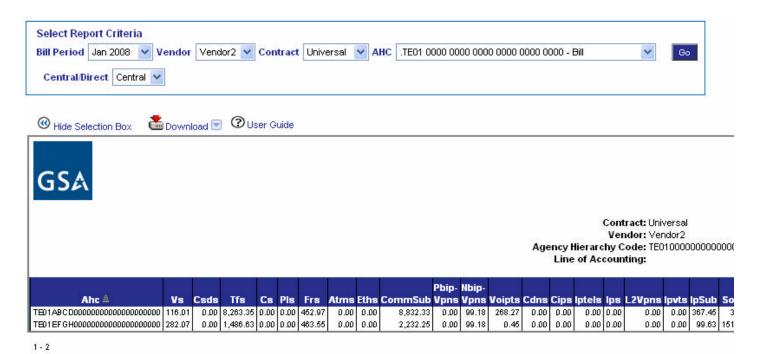


- O Detail of GSA adjustments (for centralized billing)
- O Query by Bill Period, Vendor, Contract, AHC and Service
- Includes transition credits (identified by TCR in adjustment reason)*

^{*}Note: Transition Credit reports for Direct Bill will only be on the Transition Information Portal (TIP) web site, along with additional Central Billed transition credit reports.



Charges by Service report sample

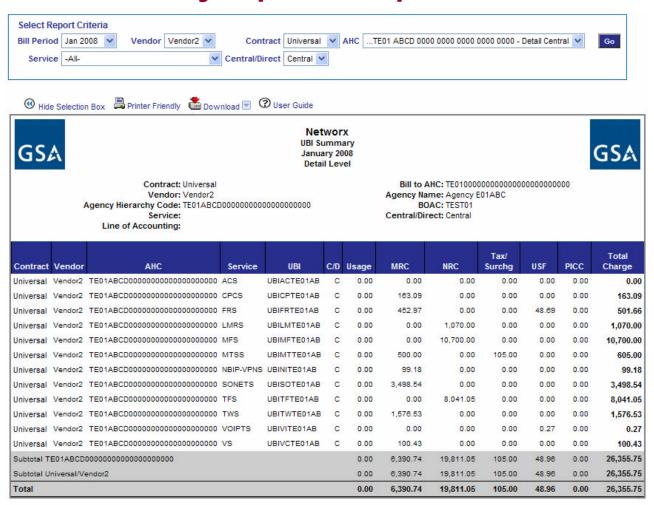


- Total charges by AHC and service
- Partial screen shot

 report includes
 additional fields for
 each service and
 subtotals by
 service type/
 category
- O Query by Bill Period, Contract, Vendor, AHC and Central/Direct
- Download only no print option



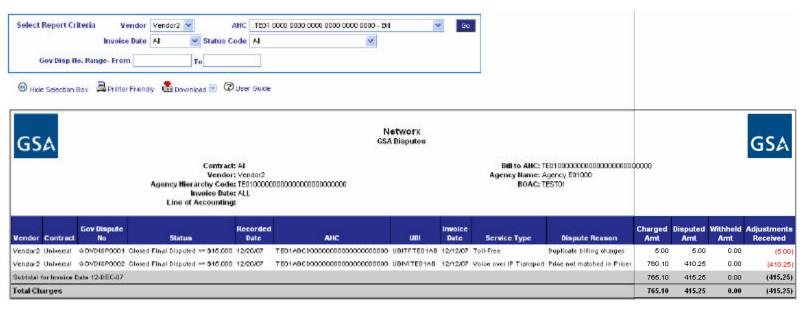
UBI Summary report sample



- o Summary of charges by vendor Unique Billing Indicator
- O Query by Bill Period, Vendor, Contract, AHC, Service and Central/Direct



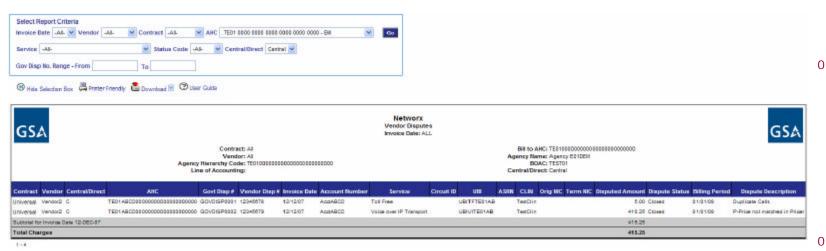
GSA Disputes report sample



- O Detail of disputes initiated by GSA on behalf of the Agency (for centralized billing)
- O Query by Vendor, AHC, Invoice Date and Status Code. Optional filter by Gov Dispute Number.
- Download includes additional fields.



Vendor Disputes report sample



- O Detail of disputes as provided by vendor in J.12.5.1 Disputes file
- Query by
 Vendor,
 AHC,
 Invoice Date
 and Status
 Code.
 Optional
 filter by Gov
 Dispute
 Number.
- Download includes additional fields.



Break-On option and report tabs



Break On	Other Query Option	Result
Bill Period	Bill Period = YTD	Tabs by month
Contract	Contract = All	Tabs by contract
Vendor	Vendor = All	Tabs by vendor
Central/Direct	Central/Direct = All	Tabs by central/direct

- Use the Break On query options to break your report into separate tabs, depending on your other query selections.
- O Applies to the MSOA and Service Summary reports.
- O The Billing Summary will automatically show tabs by month.
- o The printer friendly option will show all the tabbed reports.



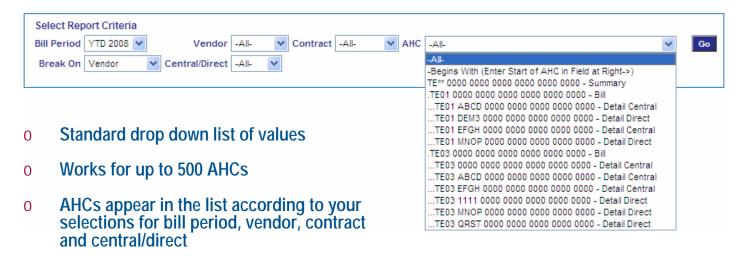
Report query AHC selector options

- o 3 options for AHC selector, depending on how many AHCs you have
 - Dropdown list fewer than 500 AHCs (system default)
 - O Popup list with filters between 500 and 2,000 AHCs
 - o Popup list drilldown with filters more than 2,000 AHCs
- o How to change your default option
 - 1. Click the My Account link
 - 2. Click the Change My Preferences link.
 - 3. Click the down arrow next to AHC selector type and select an option.
 - 4. Click the save button.
 - 5. When you return to Billing Reports, you'll see the new AHC selector type.





Dropdown list (system default)



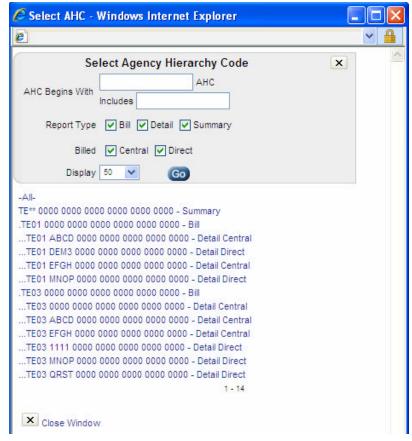
- O Choose from summary, bill or detail levels (note: bill applies to central only)
- O Can type in all or part of an AHC by selecting the "Begins with... " option





Popup list with filters





- O AHC list appears in popup window when you click on the arrow to the right of AHC
- o Works for up to 2,000 AHCs
- AHCs appear in the list according to your selections for bill period, vendor, contract and central/direct
- o Filter your AHC list in the following ways:
 - o Enter all or part of AHC in AHC Begins With field
 - o Enter part of an AHC in the AHC Includes field
 - O Check/ uncheck Report Type: Bill, Detail, Summary (note: bill applies to central only)
 - O Check/ uncheck central / direct
 - Select number of records to display
 - O Click "Go" to refresh the list based on your filters
- O Click on an AHC to populate the AHC field in the Select Report Criteria box

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▼ AHC TE** 0000 0000 0000 0000 0000 - Summary



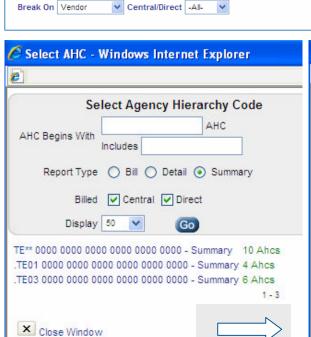
Federal Acquisition Service

Select Report Criteria

Bill Period YTD 2008 V

Popup list drilldown with filters

- AHC list appears in popup window when you click on the arrow to the right of AHC
- o Works with any number of AHCs
- AHCs appear in the list according to your selections for bill period, vendor, contract and central/direct
- Filter your AHC list in the following ways:
 - Enter all or part of AHC in AHC Begins With field
 - Enter part of an AHC in the AHC Includes field
 - Select one Report Type: Bill, Detail, Summary (note: bill applies to central only)
 - Check/ uncheck central / direct
 - Select number of records to display
 - Click "Go" to refresh the list based on your filters



Vendor -All-

✓ Contract -All-

Click on the green number-ofrecord links to view the detail AHCs below a bill or summary level

Se	lect Agenc	y Hierarchy Code
	TE	AHC
AHC Begins With	Includes	
Bills to AHC		-
	Central [Detail O Summary Direct
Back 01 ABCD 0000 0		
01 DEM3 0000 00		
01 EFGH 0000 00 01 MNOP 0000 0		
	00 0000 0000	
EU3 0000 0000 00	00 0000 0000	0000 - Centrar

Click on an AHC to populate the AHC field in the Select Report Criteria box

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^

Go



E-MORRIS Help

- Contact Us link FAS Billing Help Desk info
 - o Phone: 1-877-944-8677 (toll free)
 - o Email: fasbilling.help@gsa.gov
- User Guide link
 - o Detailed user guides (depending on access)
 - E-MORRIS presentations training overview (public access)
 - o Future: video training files (depending on access)
- o FAO link
 - Answers to frequently asked questions (depending on access)
- Reset Password button
 - o Web form for automatic password reset
- Request Assistance button
 - Web form for requesting assistance (other than password resets)